

12.23



# **City of Dawson Creek Arena User Guide**

## Arena User Guide

This document is to be issued to each group and/or organization accessing the Arena Facilities.

The purpose is to ensure that there is a clear understanding of what responsibilities groups and individuals invited into the facility have with regards to ensuring that all those citizens and visitors entering the Arena Facilities can do so in a safe and enjoyable atmosphere.

We share the hope and goal that the facilities are a safe and enjoyable place for everyone to work and play. It is anticipated that many of the expectations identified within this document will simply mirror the expectation already established by some “teams” and provincial sport bodies, so it will be a matter of simply carrying on as you have in the past. It reflects some concerns expressed by past and present users and attempts to remove inconsistencies amongst groups. For those who do not have established procedures, you will need to effectively communicate these expectations to all of your participants, parents, volunteers, coaches, staff etc. It is expected that each club executive and coach will sign a contract that they will follow the Arena User Guide each season.

These Guidelines will be reviewed on a regular basis and changes will be circulated to user groups.

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Updated 04/10

## 1. General Guidelines

The following guidelines have been prepared to ensure that all those citizens and visitors entering the Arena Facilities can do so in a safe and enjoyable atmosphere. By doing this we hope that the facilities are recognized as safe and enjoyable places for everyone to work and play.

These guidelines apply to each and every individual and group taking advantage of the ice facilities. Failure to respect the goal of safe and enjoyable recreation by individuals and groups may result in suspension of privilege of use of the facilities.

A “team” consisting of skaters, parents, volunteers, coaches, staff, management and spectators will all be expected to contribute to the goals on a daily basis. It is our expectation that organized groups take responsibility for behavior of their participants on and off the ice surface and that the “team” will take responsibility for re-enforcement.

Staff will be approaching individuals whose actions/behavior is not contributing the safe and enjoyable goal off the ice. Groups using dressing rooms must provide responsible supervision in the dressing rooms. If the behavior is unsafe in that there is potential for injury to any person or damage to property, or if language is obscene and/or gestures are rude or crude:

- 1) The behavior should be addressed by any of the “team” members.
- 2) Those involved may be expelled and/or;
- 3) They may be turned over to the direct “care” of a parent and/or coach who will take responsibility for the behavior.
- 4) Any expense incurred as a result of unsafe or inappropriate behavior will be charged back to organization and/or individual at cost,
- 5) Any activity fee will not be reimbursed to individuals and or groups expelled.

The City of Dawson Creek, under legislation (the Prevention of Workplace Violence Program), must take responsibility to ensure that every reasonable measure is taken to ensure that employees are not subject to physical or verbal threat or abuse.

By minimizing unnecessary wear, tear and damage on the facilities, the City of Dawson Creek hopes to minimize the amount of resources (both time and money) spent on repairs and maximize the amount of resources spent on improving the building and services available to all those using the facilities. By actively working to reduce obscene, rude or crude language it is hoped that the arenas will be places that no one will hesitate to bring their families to watch or participate in activities.

Please be aware that both facilities have surveillance cameras installed in hallways, lobby and entranceways. The information is stored for 14 days. If any vandalism, misconduct or theft occurs, all information will be sent to the RCMP, user group and Recreation Facilities Manager.

The Concession provides a service that financially supports sport in our community. It is our request that you support the concession by not bringing in outside food or beverages.

## 2. Posted Rules of Conduct

It is our goal to ensure that everyone has a safe and enjoyable recreational opportunity in this facility. Any activity that interferes with that will be stopped; for example:

- Offensive or abusive language
- Running and/or other activity that could result in injury
- Pucks being hit off the ice, or sticks being swung off the ice

*In case of a fire alarm everyone is to exit from the nearest exit.* Coaches are to initiate a pre-determined emergency exit plan including meeting location after evacuation and follow through to ensure that everyone got out safely. Each group must ensure that their members have an emergency plan that should be set at the beginning of the year.

*Children must be under direct supervision of adult at all times, throughout the facility.*

Everyone entering this facility is expected follow any instruction from Arena Staff and follow posted notice direction.

Skates are restricted to Dressing Rooms and Ice Surface.

Food and Beverage are not permitted on the Ice Surface.

Pucks are restricted to the Ice Surface.

Anyone causing any damage will be held financially accountable/charges may be pressed.

Anyone falsely activating emergency equipment will be held financially accountable/charges may be pressed.

*Alcohol Consumption is prohibited, in any City facility unless a special occasion permit is obtained from City Council.*

*Smoking is prohibited, in any City facility (Appendix I)*

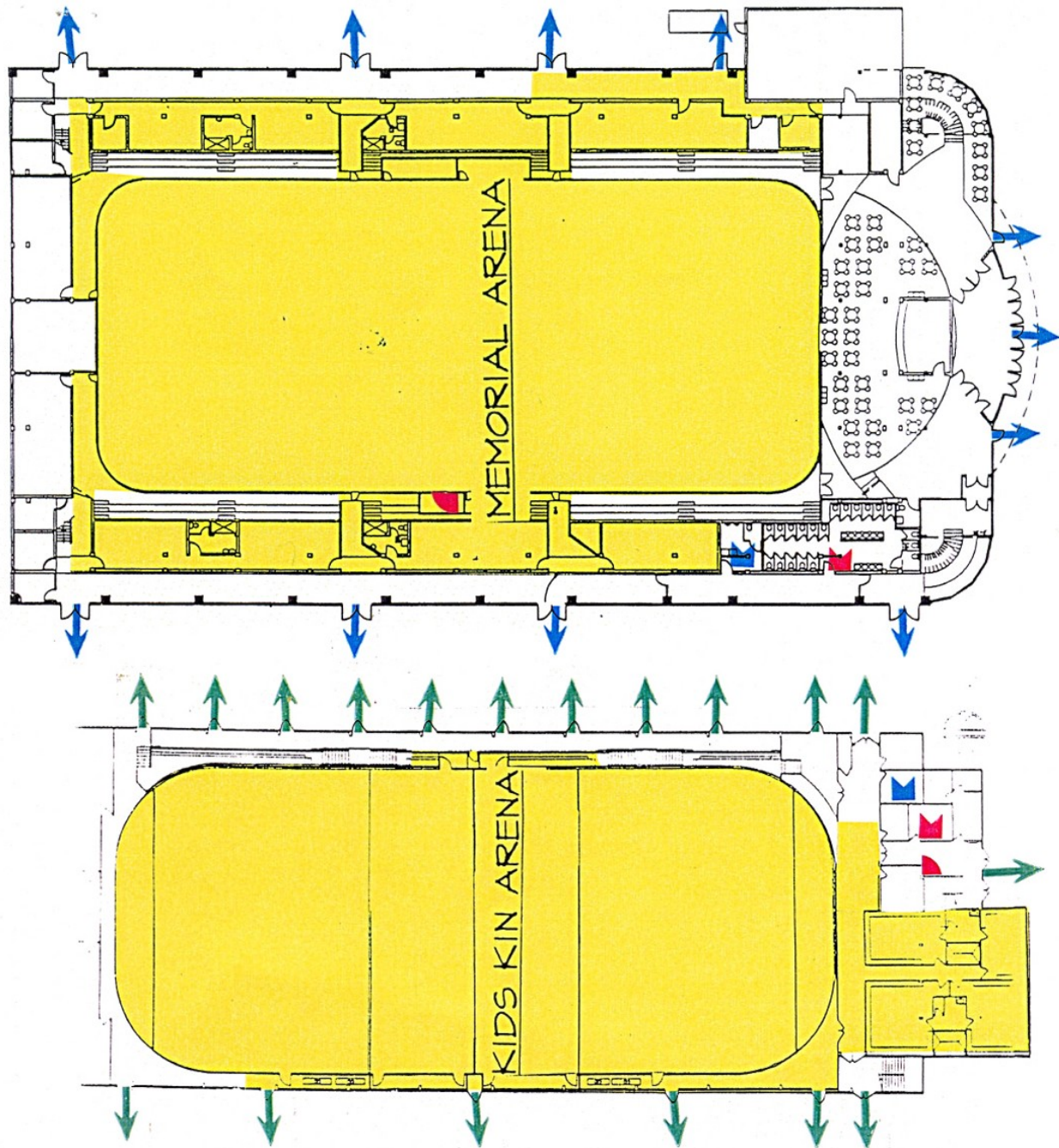
Dressing Rooms are to be under adult supervision.

For the safety and security of our participants, cell phone/camera use is not permitted in change rooms and activity areas.

Spectators are restricted to the following areas:

- Bleachers
- Foyer
- Public Washrooms

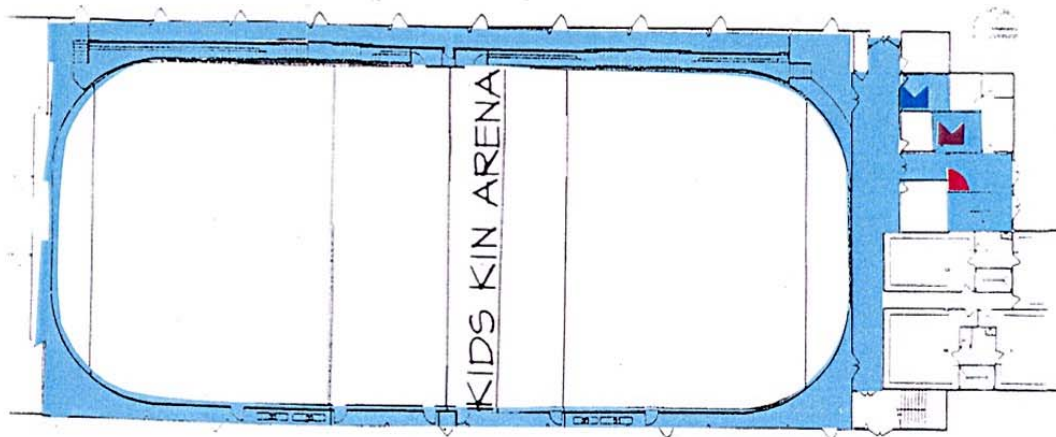
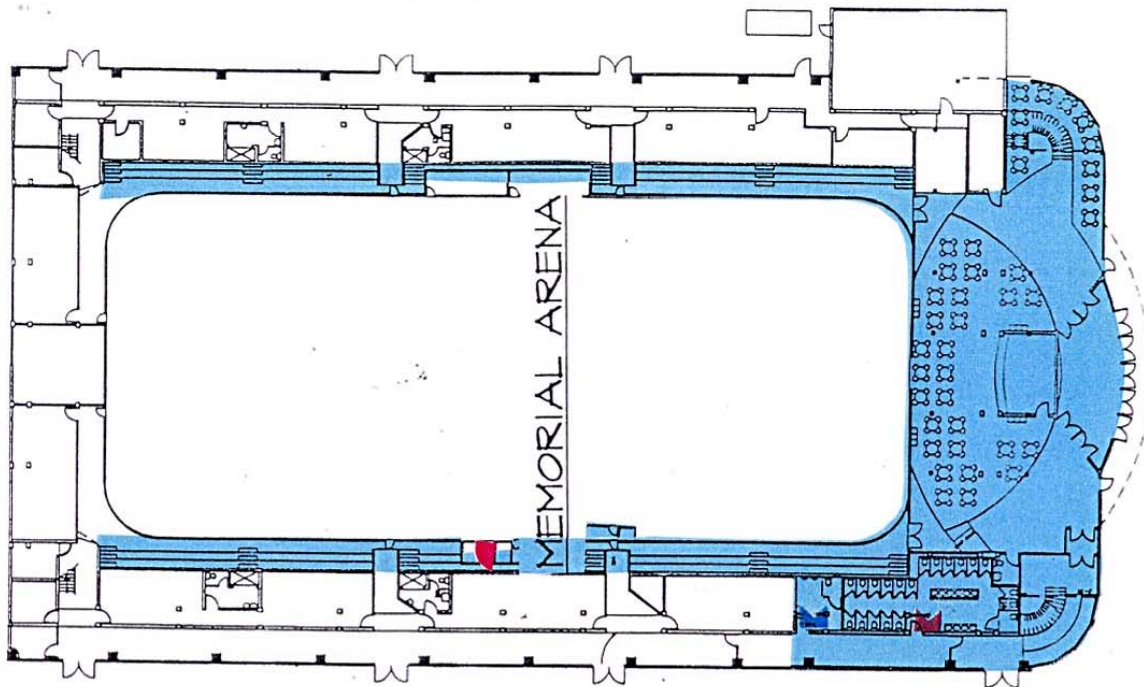
### 3. Exits, Phones, Evacuation Meeting Location and Skate Zones









- Key
- Designated Evacuation Meeting Location For Kin & Memorial Arenas
  - Exits Kin Arena
  - Exits Memorial Arena
  - Areas where skates are permitted
  - Emergency Telephone Memorial
  - Pay Telephone Kin (Dial 0)
  - Female Public Washrooms
  - Male Public Washrooms



#### 4. Spectator Areas: Bleachers, Public Washrooms and Foyer



- Key
-  Spectator Area
  -  Female Public Washrooms
  -  Male Public Washrooms
  -  Emergency Telephone Memorial
  -  Pay Telephone Kin (Dial 0)
  -  Designated Evacuation Meeting Location For Kin & Memorial Arenas

## 5. Responsibilities in Emergencies

User groups are required to develop plans for emergencies that might reasonably occur, while in the recreation facilities. Those groups with Provincial and National bodies will be able to seek advice on what procedures should be in place. There **must** be someone versed in those procedures whenever the group is in the facility. Requirements are likely to include but not be limited to:

- Minor First Aid
- Major First Aid
- Power Failure
- Missing Person
- Fire
- Major Disaster ie/ earth quake, roof collapse
- Coach/Staff Injuries
- Building Evacuation
- Child Protection

**Any incident that occurs with your organization must be reported to the Arena staff. Please review incident report. Appendix II**

### Building Evacuation

A variety of Emergencies could result in building evacuation; for example Ammonia Leak, Fire, and false alarms. If the fire alarm sounds and/or direction is given by staff to evacuate the building coaches are required to ensure that evacuation is carried out in an orderly manner and to account for their program participants. (Again, each group **must practice their evacuation on a monthly basis and record the date and time of fire drill.**) **Appendix III**

Evacuation is to start immediately upon sounding of alarm and is only to be halted by instruction of staff and or other emergency personnel.

All groups are to meet at the Muster Area (hockey sticks) in the *North Parking Lot* to determine if all participants are out of building. Emergency personnel will ask for accounting of participants from coaches (this is for all user groups, children and adult). Please note if an emergency team arrives at the facility, they may ask you to move your group to another location that is safer.

False alarms are annoying and dangerous because they create complacency, however we have no way of knowing when the alarms start to ring if the situation is real or not. Your responsibility is not to second-guess, treat each alarm as the real thing, and start evacuation. False alarms cost the fire department \$1500, so please ensure children are not left unsupervised. Offending user groups may be charged if repeat incidents occur.

All “team” members actively supervising children should provide education on the seriousness of falsely activating emergency equipment, for example fire extinguishers or fire pull stations. Hopefully this will minimize false alarms. Arrangements should be made with the Fire Department Fire Prevention Officer to do safety education with teams and groups on false activation of emergency equipment.

Please review Evacuation procedure, supplied by The City of Dawson Creek, Appendix III



## **6. Reporting of Damage or Breakdowns**

Damage and Breakdown must be reported to arena staff to reduce chance of injury and or further damage. We ask that you help us out and report any damages or breakdowns immediately to the staff.

Staff may already be aware of the problem, but we prefer to get the information more than once, rather than have it go unreported and/or unnoticed.

All vandalism damages will be charged to the user group/vandal/or parents.

## **7. Minors Under Direct Supervision of Adults**

Children must be kept under close adult supervision at all times while in the facility. Nothing replaces good adult supervision of children. We are asking that all organizations inform their coaches, managers, organization executives and parents that children under the age of 12 need to have direct supervision. Teenagers that are in the facility and not following the rules will be asked to leave the facility. All minors must have direct supervision in the dressing rooms. It is at the discretion of the Facilities Manager if patrons will be banned from the facility for infractions of rules.

There are many dangers to unsupervised children. The following are some examples but danger is not limited to:

- Stairs and bleachers are trip and fall hazards when children are not sitting down.
- Doors can pinch fingers without adult assistance opening and closing doors.
- Pucks going over the glass.

## 8. Ice Users

### A. ICE CLEANING

It is the City of Dawson Creeks goal that ice cleaning and resurfacing occur in a safe and predictable manner for the machine operator and ice users. For that reason the following is our expectation:

- At the time of the scheduled ice clean, the ice machine operator may ring the buzzer and/or open the Ice Resurfacer door indicating to the coach/skater that they are to **clear the ice surface immediately and make sure all gates are shut prior to exiting the ice.**
- Once the doors are open the machine operator will drive onto the ice and start cleaning only after all skaters have left the ice. The exception to this is when designated skaters are required for pushing nets into the corners.
- Should any skater enter into the ice surface during an ice clean, the machine operator will immediately leave the ice surface and not return until the ice surface has been cleared of skaters.
- All users and user groups are responsible for educating and supervising participants on this matter to ensure that ice maintenance can be done.
- The ice machine operator will record all instances where the skaters do not leave the ice surface prior to the completion of the clean. The operator will bring this information to the attention of a supervisor so that appropriate action can be taken to curb this behavior.
- Ice maintenance is scheduled for 15 minutes. This time commences when the last person leaves the ice surface and ends when the doors to the Ice Machine room are closed after the flood (the doors may be left open until the ice surface is dry). Please do your part to ensure that your skaters are off the ice in time.

It is important to note that all user groups have been informed of the procedure above.

### B. ON ICE

It is the City of Dawson Creeks goal that while our patrons are on the ice that they properly supervised to ensure the safety of the users.

- Each regular user is responsible to have a trained first aid representative at ALL ice rentals. In an event of an incident, a proper incident report must be filled out. (Appendix II)
- During practices, an organizational approved supervisor MUST be on the ice at all times.
- During any event within the facility, an organizational approved supervisor must be present at all times (ie. Coaches, referees, judges or ice captains).
- For any hockey game, the referees MUST be the first people to access the ice surface prior to the coaches and players.
- For the duration of your ice time, the gates MUST remain closed. Once you exit the ice surface, the gates MUST be closed prior to flooding.

## 9. Duties of Arena Workers:

Ice makers are required to report any infractions to the rules, code of conduct, smoking and alcohol infractions. Failure of user groups to control participants may result in the following:

- Ice time revoked
- Room privileges revoked
- Zero tolerance letter
- RCMP called

## 10. Smoking Restrictions

### SUBJECT: SMOKING AND SMOKE-FREE SPACE

The Council believes that smoking is an addictive habit and that tobacco smoke in the City Hall work environments is not conducive to good health. It also recognizes that there are smokers under its employ. The desire of the Council is to provide a situation where all designated areas of work; assembly and public use will be “smoke-free”. **Refer to Appendix I**

Chewing tobacco is not to be spat on the floor anywhere in the building, including player’s boxes, penalty boxes and dressing rooms. If chewing tobacco is found on any surface in our facility, the user group will be charged a clean up fee per incident.

As of 2007, there is **NO SMOKING** within **10 meters** of the entrances and exits of any City Facility.

Failure of user groups to control participants may result in the following:

- Ice time revoked
- Room privileges revoked

This restriction has **Zero Tolerance** and this includes all leased spaces

## 11. Alcohol Restrictions

A Special Occasion Permit is required for alcohol to be consumed or brought onto City premises. Please allow a minimum of six weeks for approval by City Council and the RCMP.

The use and/or possession of prohibited drugs or alcohol are not permitted on City premises by the public or workers.

Failure of user groups to control participants may result in the following:

- Ice time revoked
- Room privileges revoked

This restriction has **Zero Tolerance** and this includes all leased spaces

## 12. Dressing Room Use

Dressing room use is a privilege extended to skaters during specified times. Groups are required to supervise dressing rooms to ensure that behavior is appropriate.

**Any unsafe behavior and/or behavior that will cause damage must be stopped.**

Upon being assigned a dressing room, damage evident from a previous user group, should be discussed with staff to ensure that your group will not be held accountable for damage.

The general public is restricted to the use of the Foyer, Public Washrooms and designated seating areas.

**Only Skaters, Parents, Coaching and other Staff are permitted into dressing rooms and corridors leading to dressing rooms.** This is for the protection of skaters, the public and for the purpose of reducing vandalism.

\*Note: For ALL Hockey Games, parents are restricted from accessing dressing rooms\* (In event of skate tying, emergency ect. Permission can be granted by the coach.\*

Please ensure your group cleans up any garbage such as: tape, pop cans, candy wrappers, etc.

Time permitted in a dressing room are estimated 15-30 minutes prior to ice rental and end 15-30 minutes proceeding the ice rental. All participants must be out 30 minutes prior to the facility closing.

Any damages will be charged to the user groups and for outside teams, damages will be charged to the team club/renter.

## 13. Supervision of Players Ejected Before the End of the Game

Players ejected before the end of the game will be supervised by a designated official, coach, and or parent to prevent damages to the facility. That official will stop and/or report any damage to arena staff. Team will be billed for damage. If it is a tournament, tournament organizers will be billed for damage.

We are trying to work together to ensure a safe, clean facility for our users. Please ensure that your organization helps out to ensure the policies are followed in the Arena User Guide.

## 14. Special Requests

Arena Staff have to work effectively and efficiently to provide the basic services of keeping safe and clean facilities. However, whenever we have the resources, financial and time, and all applications are received by the grant deadline, we will attempt to meet the special request of users.

Those beyond our capabilities, financial and/or time, may still be accommodated if resources are made available by the groups making the requests. For example we may be able to accommodate the request if you are willing to cover costs or if a donation of city resources had been approved by the grants committee of City Council and/or administration.

In all cases, the sooner you can make your special request the better the chance of us being able to meet that request and or have discussions as to options. Requests are always best in writing.

Special requests are also required for Special Occasion Permits (**Appendix VI**) as well, which are needed if any alcohol is going to be consumed in a City facility.

Proper security is required as per the Province of BC Regulations for any event with alcohol. A minimum one trained security to supervise the event. The City is reviewing this regulation - subject to change.

## 15. Extra Billings

### Vandalism/Building Damage

As noted in General Guidelines, it is our goal to minimize unnecessary wear, tear and damage and expense to the facilities. By minimizing the amount of resources (both time and money) spent on repairs, we can maximize the amount of resources spent on improving the building and services available to all those using the facilities.

We encourage a commitment to that goal by holding user groups accountable for any expense incurred outside safe and responsible use of the facility. When actions of teams or individual members of a team damage the facility and/or require use of additional resources those expenses will be billed back to the user group.

It is our hope that all user groups will be committed to reducing/minimizing facility damage to keep costs as low as possible for everyone who pays for the facilities including taxpayers, those who pay admission to events and user groups.

We prefer the damage to be curbed, to billing for the repair.

Staff time will be billed at full cost including benefits. Materials will be billed at cost. A 10% administrative fee will be added.

### Overtime/extra staff time as a result of teams leaving dressing rooms late.

Again it is not our intent that everyone who pays for the facilities including taxpayers, those who pay admission to events and user groups have to cover the extra cost incurred when a user group is not cleared out of the dressing room on time.

Staff time will be billed at full cost including benefits. A 10% administrative fee will be added.

## **16. Approval for Modifications to Private/Assigned Space**

All Changes made to the private/assigned spaces require approval from the City and must conform to building and fire codes based on the use and designation of the space.

Do not start work or make change that does not have prior written approval from the City, the Fire Chief and the Building Inspector.

Space may not be used for purposes which are not designated for that use.

The purpose of this notice is to ensure that groups are not making modifications in contravention of codes. Failure to comply with request will result in corrective work at the expense of the user group and may require closure of the space until changes are made.

Private/Assigned Space will not be sublet and/or rented for any fee or exchange without written approval from the City of Dawson Creek.

## **17. Ice User Meetings/Requests**

There will be an Ice User Meeting prior to all ice requests for each upcoming season. It is expected that all groups have a representative at the Ice User Meetings.

All user groups must submit an ice request in writing by the deadline that has been set for each upcoming ice season.

If requests are submitted late, they will only be considered after all other requests have been scheduled and if there are any ice slots left.

Once the requests are received by the deadline, the Ice Coordinator will develop an ice schedule for the upcoming season, which will be sent out to all User Groups (approximately 3-4 weeks after deadline).

Once the schedules are ready and sent out, another Ice User Meeting will be set up to go over schedule. Once the schedule is finalized and sent out prior to the start of the ice season, it is the user's responsibility to go through the schedule to ensure all times and dates are correct. If the Parks and Recreation Department does not hear from groups, we will assume that the schedules are correct.

If there are any discrepancies, please call the Ice Coordinator or facilities manager immediately. We request that any changes or concerns are in writing and emailed to either the Ice Coordinator or Facilities Manager immediately. This is to ensure that the facilities runs as efficiently as possible and allows all user groups adequate time to made changes to their schedule.

## **18. Ice Schedule Changes/Cancellations**

All changes (additions and cancellations) of ice time must be done in writing through the Ice Coordinator at Parks & Recreation. No cancellations will be accepted over the phone.

Five working days advance (1 week) written notice is required on all cancellations of regular ice time. Tournaments or special events cancellations require ten working days (2 weeks) written notice.

If less than five working days written notice is given, and the time cannot be re-rented, the group cancelling will be charged for that ice time, at the current rental rate in effect.

## **19. Arena Insurance Requirements**



All User groups of the arena facilities are required to have insurance. This is mandatory.

The following insurance information was obtained through Keith Gibson, CRM, MIA Risk Manager.

“Both the City and the various user groups are exposed to liability risk.”

“Under the Occupiers Liability Act of BC, an owner or occupier

1. Must ensure that their premises are kept in a reasonable safe condition,
2. Be responsible for the activities that take place, and
3. Be responsible for the conduct of those individuals.”

“Under Common Law both the City and the user groups owe a “duty of care” to the individuals involved in the program.”

“The reason to require an “Indemnification and Hold Harmless” clauses is to ensure that the City is not held responsible for the activity or conduct for which it does not have control over. The City will always be responsible for the condition of the premises. The Indemnification clause should state that the User Groups will not be responsible for the negligence of the City.”

“The reason for the “Insurance” clause is to ensure that there is financial protection in place and that the City is defended, in name only, when a claim is brought against both the user group and the City.”

“Most organizations and sport associations have insurance from their Provincial or National Associations. The User Groups should find out what they are insured for. A lot of local groups, associations and societies do not have insurance. These various groups should make a point of buying insurance in order to protect the Directors Officers including other volunteers who help run their organization. As senior members of their organization they may be exposed to personal liability.”

Keith recommends contacting Barbie at Bartons Insurance in Prince George 250-564-2211 as she is very knowledgeable on this subject.

**Please refer to Appendix IV,V, and VI which was supplied by Keith from MIA**

## **Appendix I**

Smoking regulations are outlined in the British Columbia Tobacco Reduction Act.

### **“No smoking in or near certain places**

**2.3** (1) Subject to subsection (2), a person must not smoke tobacco, or hold lighted tobacco,

(a) in any building, structure, vehicle or any other place that is fully or substantially enclosed and

(i) is a place to which the public is ordinarily invited or permitted access, either expressly or by implication, whether or not a fee is charged for entry,

(ii) is a workplace, or

(iii) is a prescribed place, or

(b) within a prescribed distance from a doorway, window or air intake of a place described in paragraph (a).

(2) Subsection (1) does not apply to the ceremonial use of tobacco

(a) in relation to a traditional aboriginal cultural activity, or

(b) by a prescribed group for a prescribed purpose.

(3) Subject to subsection (5), if any person contravenes subsection (1) in respect of a place described under subsection (1) (a) (i) or (iii), each manager, owner and lessee of the place is deemed to have contravened that subsection and each is liable for the contravention.

(4) Subject to subsection (5), if any person contravenes subsection (1) in respect of a workplace, the employer is deemed to have contravened that subsection and is liable for the contravention.

(5) It is a defence to a charge under subsection (3) or (4) if the manager, owner, lessee or employer, as applicable, demonstrates that he or she exercised reasonable care and diligence to prevent the contravention.

(6) Subsections (3) and (4) apply whether or not the person who smoked tobacco, or held lighted tobacco, or any other person, is charged with contravening subsection (1).”

**Appendix II**

## Arena User Group Incident Report

Date: \_\_\_\_\_ 20\_\_\_\_

Time of incident: \_\_\_\_\_ am / pm

Time of written report: \_\_\_\_\_ am / pm

Coach / Representative: \_\_\_\_\_

Date Incident Reported: \_\_\_\_\_

Person's name: \_\_\_\_\_

Age: \_\_\_\_\_ ☐ M ☐ F

Parent(s) name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Parent(s) ☐ Present ☐ Phoned Mom ☐ Phoned Dad ☐ Were unable to contact

Witness name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Witness name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Ice Maker Name: \_\_\_\_\_

Notified at: \_\_\_\_\_ am / pm

**Incident** (Clear description of what you saw/heard and description of what you were told by who, specify behavior, any damage done to equipment or facility, etc):

- ☐ Unsafe behavior (ie. running, pushing, hitting, etc)
- ☐ Personal behavior (ie. fighting, swearing, etc)
- ☐ Other:

**Injuries**

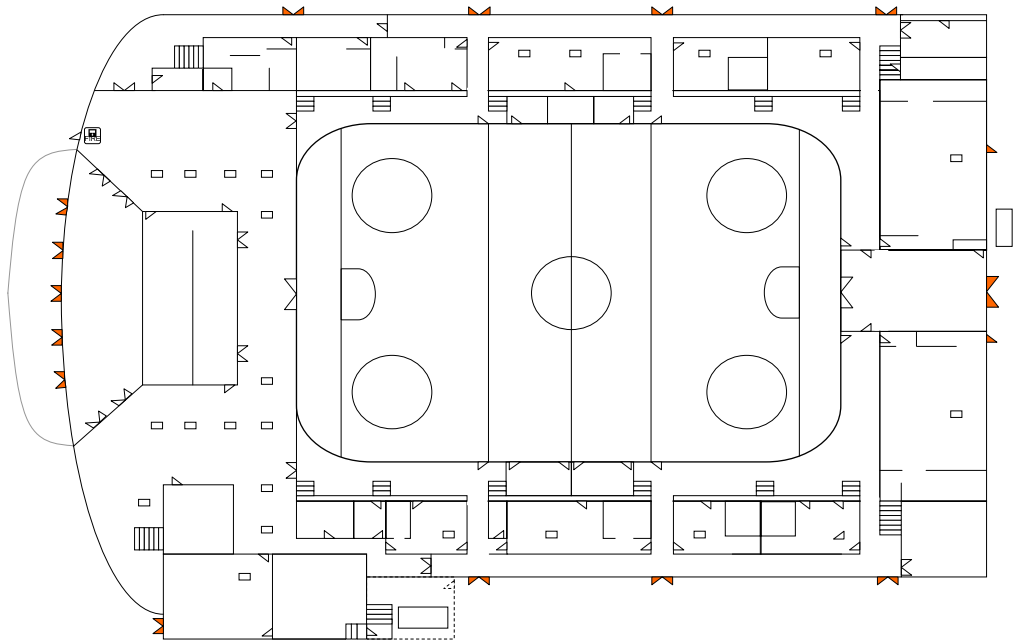
- ☐ Yes
- ☐ No

If yes please explain the injuries:

**Severity of Incident** (please check one):

- ☐ No First Aid Required
- ☐ First Aid Required
- ☐ Ambulance / Hospital Required
- ☐ Fatality

Mark on the Diagram with an X where the incident occurred:



**Additional Information regarding Incident:**

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**Follow-up review by Head Ice Maker / Facilities Manager:**

Comments:

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## **Appendix III**

### **7.19 GENERAL EVACUATION PROCEDURES**

1. All building evacuations will occur when an alarm sounds continuously and/or upon notification by the Emergency Response Team. Ensure all organizers and coaches understand that it is their responsibility to evacuate all players, parents, and spectators from the building.
2. Be aware of all the marked exits from your area and building. Know the routes from your work area as they are displayed in each room.
3. In case of an emergency or if directed to do so by Fire Department, activate the building alarms system. 911 will need to be called. (The alarm will call 911)
4. When the building alarms are sounded or when told to leave by Staff Member or Emergency Response Team, start to evacuate building. Ensuring that people remain calm.
  - Have the public walk quickly to the nearest marked exit (as per evacuation plan posted in each room) and meet at the Muster area (LP hockey Sticks) in the North Parking Lot.
  - As per User Guide – Responsibilities in Emergencies – Coaches should be advised to ensure that evacuation is carried out in an orderly manner and to account for their program participants
  - Advise patrons not to re-enter the building.
5. *Assist persons with disabilities in exiting the building.*

If a person with disabilities is in building assign someone to assist them outside. Do not panic. Remain calm.
6. Once outside, move to an assigned clear area, the LP Hockey Stick in the North Parking Lot, that is at least 500 feet away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel. Ensure all public and coaches stay with their group in assigned area and await further instructions. Get information on any reports of missing persons and advise Emergency Response Team
7. In the event of a declared emergency, an Emergency Center will be established. If you have important information to report, ensure you give to onsite commander.
8. ***DO NOT RETURN TO AN EVACUATED BUILDING*** unless directed to do so by Security.

## **Appendix IV - Insurance For Recreational Hockey Users**

Each year we received phone calls from various members advising us that the local recreational hockey group is upset that they have to buy insurance before they can play and that the cost of insurance is too expensive.

These groups should consider the alternatives. What if one of their buddies got injured and could not work to support his family or pay the out of pocket medical expenses that will be incurred? What if one of their buddies is accidentally killed?

The chances are that the owner of the arena, Local Government, and the organizer will be put on notice and legal action will follow. If the organizer has signed a permit to use the facility, the permit will require the organizer to indemnify and hold harmless local government from all losses, including death, which may occur, that are not the responsibility of local government. What if the organizer has no insurance? The organizer would be personally responsible for funding his or her own legal defense and if found responsible for the cause of injuries or cause of death, they personally could be financially responsible to the injured party or the family.

Local governments are insured for these types of claims. However, local government is exposed to the financial responsibility of their deductible. If the injuries to the player were not caused by local government, MIA will use its resources to defend the legal action and the injured player will not receive compensation or settlement for their injury.

In order to reduce local government exposures to these types of claims and issues we encourage municipalities to require user groups to purchase liability insurance and participant insurance, also known as accident benefits, to protect the organizers, the players and the municipality.

In the case of recreational hockey local groups can form teams and join the Canadian Adult Recreational Hockey Association at a cost of \$24.00 per player. Membership includes full accidental medical, dental, death and liability protection. If you have access to the "Web" the CARHA can be reached @ <http://www.carha.ca/> or by E-mail @ [hockey@carha.ca](mailto:hockey@carha.ca) or by telephone @ 1-800-267-1854. If the local group does not want to join the CARHA they can approach a local insurance agency or Sports Can Insurance in Vancouver at 604 685-0065 or Allsport Insurance at 604-737-3018.

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## **Appendix V – Insurance for Users of Recreational facilities**

How do we protect users, ourselves and our insurance deductibles from claims arising from the use of our facilities? The answer has two components.

First, the facility that is to be used should be free of all hazards that can cause injury. This can be accomplished by physically inspecting the facility prior to its use. This inspection should be in addition to regular inspections and conducted by the person in charge of the “User Group”. This policy should be included and signed off separately in the “User Agreement” that the inspection will be undertaken prior to the commencement of the activity.

All hazards, potential hazards and/or any problems should be reported to the recreation staff by the user, immediately. If there is a delay in repair or removal, the hazard should be marked with a very visible warning sign and brought to the attention of all participants and to the immediate attention of the facility manager.

Secondly, the “User Agreement” should include a requirement that the “User Group” will provide qualified supervision, i.e. a responsible adult qualified to lead the group, an indemnification clause to “Hold and Save Harmless” the facility owner and insurance for the benefit of all, including participants and the Subscriber. This coverage should be a minimum of \$5,000,000 and name the MIA Subscriber as an Additional Named Insured. A requirement that the Certificate of Insurance be received prior to the use by the group should also be included in the “User Agreement”.

There will be some exceptions to the above insurance requirements as the activity planned does not pose a risk to the facility or injury to the participants. A senior official should have authority to waive the insurance requirement. However, any activity involving the serving or selling of alcohol should be required to provide, in addition to a liquor licence, comprehensive General Liability Insurance for the event including “Host Liquor Liability”.

The North Vancouver Recreation Commission, in an effort to reduce their exposure to claims arising from sporting events or special events not sanctioned by a Provincial or Regional Sports Association (which has insurance) includes various users under a Master Policy with Sport B.C. Insurance. The cost of insurance is then added to the cost of the user fee based on an hourly rate, for various activities. If you would like more information on arranging a similar ‘users’ coverage call or write Keith Gibson, Risk Manager, MIA.

MIA is currently working on a pro-forma rental agreement which is expected to be completed shortly.



## **Appendix VI – Insurance for Special Events**

### **INSURED? NOT INSURED? WHO IS RESPONSIBLE? WHY SHOULD SPECIAL EVENTS PURCHASE INSURANCE?**

What is a Special Event and why should Subscribers require other organizations to be responsible for Special Events?

A Special Event is defined as any activity that takes place occasionally e.g., Spring Festival, Canada Day Celebrations, Sea Festival, Parades, Fairs, Marathons, Sports Events, etc.

Why should the Special Event organization purchase additional insurance and add the Subscriber (You) as an additional named insured?

Answer: The organizers control the event and therefore should be accountable for losses associated with the event(s) they have control over. Organizers select the location and organize other groups such as participants and vendors.

The subscriber's role is usually to provide facilities for use by the Special Event organization including parks and streets for parades (with and/or without traffic control) as well as the use of some municipal facilities and equipment.

The Subscriber is responsible for its facilities, equipment and any loss, which may occur arising from the conditions of the facilities and equipment being used. (Subscribers are covered through MIA for these losses.)

Responsibility toward others who enter upon or use facilities of others is outlined in the British Columbia Occupiers Liability Act.

"Occupier" - An "Occupier", as defined by the Act, means a person who:

- (a) Is in physical possession of premises; or
- (b) Has responsibility for, and control over, the condition of premises, the activities conducted on those premises and the persons allowed to enter those premises."

An Occupiers' duty of care, as per the following quote from the Act outlines the responsibility of each party defined above.

- (1) An occupier of premises owes a duty to take that care that in all the circumstances of the case is reasonable to see that a person, and his property, on the premises, and property on the premises of a person, whether or not that person himself enters on the premises, will be reasonably safe in using the premises.

- (2) The duty of care referred to in subsection (1) applies in relation to the:
  - (a) Condition of the premises;
  - (b) Activities on the premises; or
  - (c) Conduct of third parties on the premises.
- (2) Notwithstanding subsection (1), an occupier has no duty of care to a person in respect of risks willingly accepted by that person as his own risks. This particular section has been debated many times in our courts as to risks willingly accepted by a claimant. The basic rule of thumb for defense is that the injured person had to know that he could be injured. A duty to advise of the potential injury sometimes rests with the organizer. We suggest you consult your municipal solicitor for advice in this area.
- (3) Nothing in this section relieves an occupier of premises of a duty to exercise, in particular case, a higher standard of care which, in that case, is incumbent on him by virtue of an enactment or rule of law imposing special standards of care on particular classes of person."

**Liquor Liability:** Our research indicates that responsibility for losses arising from injuries caused by drinking and driving has also become the responsibility of the host as well as the intoxicated individual.

If a customer or guest is over-served, and who then has a drinking-driving conviction or accident, you could be sued.

The same liabilities apply to the host as to the server at a licensed establishment. You have the responsibility for guests and patrons who drink and drive.

**NOTE** - 51% of drinking drivers come from licensed establishments, 38% from private functions.

If the organizers have no insurance or are not formally required by agreement to Hold and Save Harmless the Subscriber, the Subscriber could be responsible for the claim.

Consequently, it is our recommendation that Special Event organizations purchase insurance to protect the Subscriber (as an Additional Named Insured) and the organizing committee against financial losses arising from injury. This recommendation is based on the fact that if an injury occurred to a participant, a vendor and/or a spectator, the Subscriber and the organizer would be named in an action or claim. Why should you, as subscribers, incur costs for claims and/or legal actions that you have no control over. Why should you, the Subscriber, expose your self-insured retention level?

We recognize that there is a cost to the organizer to purchase insurance. However, knowing that there is a cost, it is reasonable to expect that the organizing group should account for this anticipated expenditure and budget accordingly.

A Special Event insurance policy is available for most events with some exceptions and exclusions from Sport BC Insurance. (Phone 1-737-3018 or Fax 1-737-3076 or write to them for more information - Sport BC Insurance Agencies Ltd., 107-1367 West Broadway, Vancouver, B.C. V6H 4A9).

We would further suggest that if the organizing group is not a member of a National or Provincial organization that they obtain a legal opinion on the merits of becoming a Registered Society to protect the individual committee members and members at large, from potential legal action which could arise against them individually.

The following is a suggested outline of guidelines for developing your own municipal policies and procedures relative to Special Events.

## **SPECIAL EVENTS CHECKLIST**

### **POLICY & PROCEDURE**

### **SPECIAL EVENTS APPLICATIONS**

#### **Applicant's Requirements**

All groups requesting the use of Municipal Facilities must complete an application for a special event. The application should include a description of the activity, its purpose, number of expected participants and public facilities to be used, including use of municipal equipment. The application should also contain the group's plan for cleanup, traffic control, law enforcement and safety. The group should attach copies of all necessary permits, such as health permits or fire department permits including liquor permits and description. If permits are pending, an updated application will be required based on approved application outline of the control of liquor sales, including control of intoxicated individuals. If the event is to be held in an area that does not have sufficient restrooms, describe what steps will be undertaken to provide sufficient restrooms.

#### **FIRE SAFETY**

The Fire Department should review the projected occupancy of all enclosures, use of tents or other fabric structures, handling of vehicle fuel, cooking facilities and any use of an open flame or fireworks. The appropriate authority should also inspect all electrical wiring installed for the event. Obtain copies of the necessary Fire Department permits that are required for the event well in advance

#### **CLEANUP PLANS**

All groups using public facilities, who are responsible for clean up, should have a plan for cleaning up equipment, premises or streets after an event. Groups should be notified in writing, if the cleanup is not satisfactory, the group would be billed for any cleanup costs incurred by the municipality. Any group requiring the use of dumpsters must rent their own dumpster for event. Contact the City of Dawson Creek at 784-3600 to book a dumpster. You will need the address and date of the event

#### **TRAFFIC CONTROL** (if required)

In Conjunction with local Police, Emergency and Fire officials map out event site to avoid traffic problems, both for event attendees and non-participants who must travel through the area. Special care must be taken concerning the placement of barriers, cones, and temporary signs.

It is especially important to keep emergency routes open for ambulances, fire trucks, and other emergency vehicles.

## **LAW ENFORCEMENT AND SAFETY**

Consult with local police officers and other emergency personnel to ensure the safety of all participants. Determine costs, if any, to be incurred as a result of additional personnel requirements. If additional costs are to be incurred, advise organizers

## **FOOD FACILITIES**

If food will be served or sold at the event, ensure that food handling, preparation and distribution procedures comply with guidelines from the Health Department. All user groups must have a Food Permit.

If your group is looking at other food being sold in the facility you must approve this with the Recreation Facilities Manager (both Arenas) as well as the Leasee of the Memorial Arena Concession (Only Memorial Arena). For all user groups events you should speak with Memorial Arena Concession Leasee to ensure they know the time and date to expect the participants at the facilities.

The sale of food and drinks at a public event could expose your entity to products liability. If alcohol is served, take steps to control its distribution and to protect the municipality from liquor liability. Also if alcohol is going to be consumed or sold a Special Occasion Permit must be approved by Council. The availability of alcohol may necessitate additional law enforcement or safety personnel.

## **AGREEMENT**

To eliminate confusion over responsibility, use of facilities and equipment, a formal agreement must be signed between the organizers and the municipality. The agreement would clearly state what the event is, what facilities and equipment would be used, what the fee is (if any) for the use of municipal equipment and who is responsible for various types of losses.

As the municipality does not have complete control of the event the organizers will be required to Hold and Save Harmless the municipality for all losses including bodily injury, death, property damage, and economic loss. The organizers will be required to name the Municipality as an Additional Named Insured and to provide a copy of the Certificate(s) of Insurance as required by the Agreement.

## **Appendix VII**

### **Dressing Room Etiquette**

- ⇒ Players AND Coaches (or designated adult) are responsible for all behavior in the change rooms. Players are to be supervised at all times.
- ⇒ Hockey is to be played on the ice ONLY – not in the change rooms or hallways.
- ⇒ Please respect the facility and refrain from smashing objects with your stick, damages will be billed accordingly.
- ⇒ Smoking is **NOT PERMITTED** in the facility.
- ⇒ Chewing tobacco is **NOT PERMITTED** in the facility.
- ⇒ Alcohol is **NOT PERMITTED** in the facility unless a Special Occasion Permit is approved by Council.
- ⇒ Please vacate the change room as soon as possible after your ice time.
- ⇒ Ensure your change room's security by keeping the doors locked at all times.
- ⇒ Remember to leave the key behind! If the key is not in the change room, contact the Icemaker.
- ⇒ Remember that this is a co-ed facility. Please respect the rights of all users. Keep the change room doors closed while you are getting changed, and stay out of all rooms that are not assigned to your team.
- ⇒ For the safety and security of our participants, cell phone/camera use is not permitted in change rooms and activity areas.

**\*\*\* There is not always time permitted for the Icemakers to get into each dressing room between uses, so please look after your fellow users by putting your garbage into the container provided prior to vacating the dressing room.**

Rule of Thumb: Leave the room AS CLEAN OR CLEANER than you found it.

- ✓ Please pick-up after yourselves. All garbage is to be placed in the garbage cans.
  - Brooms and dustpans are provided in each dressing room.

Please help us keep all users on time:

The last player is to be getting off the ice as your time ends.

Your cooperation is appreciated. Lets all work together to provide a positive operating facility.

## **Appendix VIII**

### **Tournament Dressing Room Assignments**

- Our goal is to provide the best possible recreational experience we can with the resources available.
- Complementary to this goal is the need to use resources, people, money in an effective, safe, and efficient manner to the greatest benefit of the community.
- The City, Arena Staff, and Patrons must work together to make this goal a reality.

#### **In general:**

- Patrons must strive to better our facility and to not leave an imprint on our facility, each and every time they use it.
- Most days, there is only 1 Icemaker per 10-hour shift. Patrons can assist Arena Staff in completing their daily tasks by restricting their use of the facility to the minimum required areas. This goes hand in hand with the facility expectation that all children are under the direct supervision of a parent or coach.

#### **Specific to scheduling room assignments for weekend tournaments:**

- **It is best to fax the arena a list describing the number of teams attending, and whether any of the teams have female players that need to be accommodated in separate dressing rooms preferably 1 week in advance.** With this information the Icemaker working on the weekend can easily decide the most appropriate dressing room assignments. The room assignments will then be posted on the white board in the Memorial foyer.
- It is our Staff's goal to accommodate all teams, by minimizing required moves from one room to another, and by allowing teams to leave their gear in their assigned room overnight. However, Staff must balance the needs of other Patrons and their own work schedule.
- Often it is only possible to allow teams to stay in one room over the course of one day – not over the entire weekend.

#### **General Arena Staff guidelines when assigning dressing rooms:**

- Arena Staff strive to allow tournament groups to retain the same dressing room for the duration of the tournament. Of course this depends on the number of teams attending, on whether any female players are present, and on the scheduling of other user groups before and after the tournament teams.
- Depending on which group is using the ice before or after the tournament games each day,



certain dressing rooms must be vacated early in the day, or left vacant all day. For example, these groups typically conflict with tournaments:

- Figure Skating uses dressing rooms #131 & #135 & #139
  - Speed Skating uses dressing room #141 & #147 pending Sundays
  - Junior and Senior Canucks opposition use dressing room #113
  - Public Skate uses dressing room #113
  - Ladies Hockey uses either dressing room #113 or #135 and for games one of the other rooms.
  - Private Rentals use either dressing room #113 or #135
- Whenever female players are present, they must have either dressing room #147, because that allows for a private bathroom.
  - To facilitate Arena Staff's daily work duties, we attempt to use the minimum number of dressing rooms as possible. While we understand that Patrons would like to have their own exclusive room, Patrons must realize that every square foot of work added to each shift, reduces the number of items that Staff can accomplish to the required cleaning standard.

**General guidelines for tournament organizers** (when assigning dressing rooms):

- If tournament organizers wish to do their own room assignments, the above considerations must be taken into account. Organizers must recognize that smooth flow of room assignments necessitate that the home team does not always get the large dressing room, and does not always get to leave their gear in overnight. When the large dressing rooms (#113 and #135) are required, they must be put into rotation for whichever group is next – regardless of whether or not it is a Dawson Creek team.
- Before leaving gear in any of the rooms, check with the Icemaker on duty. Equipment cannot be left in the room if there is any possibility of another group requiring that room. Equipment must not be left in a room that the team is not going to be using the following morning. Past experience has proven that no team ever arrives 4 hours early for their game, just to move their equipment to a different room so that another team can use the room.
- Whenever organizers have done the room assignments, the Icemaker may have to make changes if circumstances dictate. Whenever this happens, the new room assignments will be posted on the white board in the Memorial. Please check the white board every time your team enters the building